

STATE OF TENNESSEE
DEPARTMENT OF CORRECTION

MARK H. LUTTRELL CORRECTIONAL CENTER

6000 STATE ROAD
MEMPHIS, TENNESSEE 38134-7697



**VISITATION
HANDBOOK**

August 2007

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INTRODUCTION

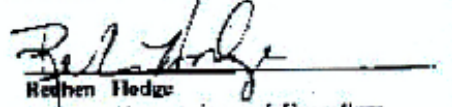
We appreciate the time and effort you put forth to maintain contact with your friends and relatives at this institution. Our goal is to assist you during the visitation process. We hope this handbook will address some of your questions and concerns.

Thanks again for the support you are showing your family members and friends. We welcome your comments and suggestions to facilitate your visits.

Sincerely,



Warden



Reuben Hodge
Assistant Commissioner of Operations

THIS FACILITY IS TOBACCO FREE.

NO CELL PHONES ALLOWED.

TDOC/FACILITY HANDBOOKS WILL BE AVAILABLE AT:
<http://state.tn.us/correction/institutions/visitation.html>

VISITATION OFFICE HOURS

Office hours for Visitation questions and problems are as follows:

Wednesday: 10:00 a.m. to 6:00 p.m.

Friday: 8:00 a.m. to 4:00 p.m.

Telephone #: (901) 531-1839

(901) 531-1810

(901) 531-1800

VISITATION SCHEDULE

Inmates may not receive more than four (4) adult visitors at any given time. During shift change there shall be no inmate movement. Mark H. Luttrell Correctional Center visiting schedule is:

OPEN POPULATION

Saturdays and Sundays	8:00 AM to 10:00 AM
& Holidays	11:30 AM to 3:00 PM

NOTE: No visitors will be processed after 2:45 PM for visits.

Monday Nights	6:00 PM to 8:00 PM
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NOTE: Monday Night Visits are for inmates that did not receive visits over the *weekend or holiday* **only**. Monday Night Visitation **may be altered or canceled** when Holiday Visitation is scheduled. No visitors will be processed after 7:45 p.m.

NOTE: *State Holidays* are designated by the Commissioner.

New Year's Day
Martin Luther King's Birthday
President's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

PROTECTIVE CUSTODY & JUVENILES

Saturday Only

8:00 AM to 10:00 AM – Classroom area

(Note: Visits are limited to two (2) hours only).

PUNITIVE SEGREGATION and CLOSE CUSTODY INMATES

Saturday only

12:00 PM to 2:00 PM – General Population

(Note: Visits are limited to two (2) hours only).

INVOLUNTARY ADMINISTRATIVE SEGREGATION

Sunday only

12:00 PM to 2:00 PM – Non-Contact

(Note: Visits are limited to two (2) hours only).

MENTAL HEALTH (If Approved By Physician)

Sunday only

8:00 AM to 10:00 AM – Non-Contact

Segregation Note: Inmates on Administrative Segregation shall visit in non-contact area. All other segregated inmates shall visit in a secured area designated by the shift supervisor. All segregation visits will be conducted under direct visual supervision of security staff. Holiday visitation will be scheduled / designated by the commissioner of the TDOC.

ACCESS TO MLCC **FOR VISITATION PURPOSES**

All visitors will park in any available parking spot. All cars parked on state property are secured by rolling all windows up and locking all doors. Neither Mark H. Luttrell Correctional Center nor the Tennessee Department of Correction will be responsible for items / property left in visitor's car. Handicapped visitors may utilize the handicapped parking spots directly in front of the main building. A ramp is available for handicapped persons at main building and annex visiting area.

Visitation begins at 8:00 AM on visiting days. We ask you not to arrive on state property before 7:45 AM. At 10:00 AM processing for visitors ceases for institutional count. Visitors are requested to leave state property for security reasons. Processing will resume when count clears (approximately 11:30 AM). Visitors are again asked not to arrive before 11:15 AM and remain in their car until 11:30 AM. We cannot allow loitering or congestion on the parking lot, in front of the building, or in the hallway of the Administration Building.

All visitors will be processed at the front desk in the Administration Building. Processing will be first come, first serve, and in an orderly manner. MLCC is required to follow guidelines set down by the State Fire Marshal. We have a maximum number of people allowed in the visiting area. Once we meet the maximum number, it may become necessary to deny any more visitors to enter the institution. If a visitor's visit is denied we must ask that he / she return to their car and leave State Property.

Inmates who are in the institutional clinic or local hospital may only receive visitors under certain guidelines. Further information may be obtained from the institution on an individual basis.

SEARCHES

All visitors entering Mark H. Luttrell Correctional center shall be required to empty their pockets, present a valid, acceptable picture ID, clear a walk through / hand held metal detector and submit to a frisk search. Other searches may be authorized as deemed necessary by the Warden.

From time to time MLCC will conduct vehicle searches using trained narcotic detection dogs (K-9). Contraband found during this or any type searches can subject the visitor to being denied to visit or possible arrest.

Persons with valid handgun carry permits are hereby advised that the possession of weapon(s) while on MLCC/TDOC property is a violation of TCA 39-16-201, Introduction of Contraband into a Penal Facility, and if these items are found in your vehicle you will be subject to arrest.

Refusal of any type of search may result in the effected visitor being suspended from visiting at any TDOC facility.

NOTE: All searches will be conducted in a professional manner in an area allowing as much privacy as possible.

1. There will be nothing allowed in the Visitation Area except the following.
 - A. **Identification** – The visitor must provide a valid and current photo identification. The following are acceptable identification and **no other identifications will be accepted:**
 1. Driver's License
 2. State Photo Identification (made by the State Driver's License Bureau)
 3. Passport
 4. Federal Identification
 5. Military Identification
 - B. **Small key ring**
2. The visitation officers are not allowed to accept or hold any unauthorized items. All items not allowed in the institution must be returned to the visitor's car.
3. All visitors must register his / her name in a ledger, submit to frisk search, clear a metal detector, have their left hand stamped with incandescent ink and submit a valid ID before being issued a visitor's badge and being allowed to enter the visiting gallery.
4. At the conclusion of the visit, the visitor(s) will have their left hand checked for the stamp and will sign out in the ledger, located at Checkpoint, recording the exit time, return badge and pick up ID.

5. No smoking will be allowed by visitors or inmates on state property.
6. All visitors, regardless of age, must have an approved application form with a picture on file. No other identification is required for children under sixteen (16) years of age.
7. All visitors under eighteen (18) years of age (unless married to the inmate being visited) must be accompanied by an approved visitor who is either the child's parent, legal guardian, or guardian. The custodial parent or legal guardian must provide notarized permission for the visitors to bring the child to visit and for the child to be searched.
8. An inmate may visit with up to four (4) approved adult visitors and a reasonable amount of children at one time. Once a visitor leaves the visiting area / institution, the visitor may not return for additional visits that day.
9. Upon receiving and concluding a visit, the inmate may briefly embrace and kiss her visitor(s) in a socially accepted manner. Visitors and inmates shall not indulge in amorous embracing, caressing, or personal hygiene acts (i.e., combing, brushing, braiding hair, etc.).
10. Inmates must wear state issued blue clothing during visitation. Inmates can not wear long underwear or recreational clothing (top or bottom) to visitation.
11. The visit will be terminated if the inmate or visitor leaves the visiting area.
12. Inmates and visitors will be asked to exit the visiting area after being issued one (1) warning of rule violations. Visits can be terminated without previous warnings if the rule violation is severe enough.
13. Visitors and inmates may not exchange or wear each other's jewelry, clothing, etc., in the visiting area.
14. All property sent out by an inmate must go through the Property Room; this includes arts and crafts. No items can be delivered for the inmate by a visitor, except a television with prior approval.

15. All visitation application forms (CR-2152 must be mailed to the institution. Checkpoint and visitation officers shall not accept any item from a visitor, except copies of visitation rules and blank visitation applications upon request.
16. Inmates and visitors will not be allowed to play with children, throw children in the air, or rough house with children. No physical punishment to children shall be allowed. Inmates and visitors must keep their children seated and under control at all times. All visits must be conducted in a quiet and orderly manner. All small children must be escorted to the restroom and vending machine by the visitor. Age 4 and above are allowed in children's area. If they become unruly they are to be returned to the guardian with direct supervision.
17. Visitors visit with the approved inmate only and inmates will visit with their approved visitors only.
18. All visits must be conducted in the visiting gallery or appropriate area at the annex.
 - A. Picnic area – All inmates will remain within the fenced area until all visitors clear the area.
 - B. Inside visiting area – All inmates will remain in the visiting area until all visitors clear the area.
19. Persons entering MLCC are encouraged to dress comfortably and in casual attire. However, they shall comply with the following:
 - A. Clothing shall fit in an appropriate manner. Clothing appearing to be too large or too small for wearer will be rejected by the Shift Supervisor.
 - B. Visitors must wear undergarments. (Samples of undergarments deemed inappropriate are thongs and water brassieres).
 - C. Appropriate footwear – Open toe shoes or sandals are permitted, but shower-shoes, flip-flops, house-shoes, etc. are not permitted.

- D. Shorts and skirts are permitted provided the leg is covered within three (3") inches above the knee while the visitor is in a standing position with the garment worn in the position in which it is intended to be worn. Splits in skirts apply to the three (3") inch rule.

20. The below listed types of clothing are specifically prohibited throughout the year:

- a. Garments manufactured from spandex or spandex-type fabrics
- b. Any clothing that is transparent or translucent in nature
- c. Sleeveless shirts and blouses
- d. Dresses or clothing exposing a bare chest or midriff
- e. Camouflage attire
- f. Worn or tattered clothing with holes
- g. Clothing with logos that contain pictures, slogans, or vulgarity, or contain signs or symbols of security threat groups (STG), or any clothing determined by the processing officer to be associated with any STG. The association may be made by color combination, designs, or logos affixed to the clothing, or the manner in which the clothing is worn.
- h. Splits in dresses or skirts that extend three inches above the knee, or slits which cause the entire dress or skirt to be above three inches above the knee, will not be permitted.
- i. Bandannas

- j. (Warning) There will be photograph taken of visitor that was denied visitation due to non compliance of dress code.
- 21. (Debit Card) If you are the first visitor for the inmate you will need one (1) five dollar bill to purchase a two (\$2.00) debit card and it will credit you three (\$3.00) dollars. No amount over (\$11.00) eleven dollars on any visitor. Any additional visitors for the same inmate on the same day will be allowed (\$3.00) three dollars.
- 22. Four (4) baby diapers, two (2) plastic bottles of formula/milk, and one unopened jar of baby food will be allowed in the visiting gallery.
- 23. Inmates are to bring only their ID card, locker key, and inmate pass. No other items or property will be allowed. **NO EXCEPTIONS!!!!**
- 24. Inmates will not be allowed to take any items to the units from visitation.
- 25. Visitation will begin at 8:00 a.m. Processing of visitors shall be temporarily stopped at 10:00 a.m. (for Count) and resume upon clearing Count (approximately 11:30 a.m.). Processing for the day shall be stopped at 2:45 p.m.
- 26. Visitors will provide information to the Warden, on CR-2152 regarding the reason for a pager, i.e.: employer, likely callers etc. (*No additional information may be required*). This information, in addition to the Warden's approval or denial, will be maintained in the inmate's file. **Visitation staff will not be responsible for the loss of or the damage to the pager during visitation. Visitors must retain sole possession of the pager during the visit.** At each visit, the visitor will: (Prior Approval From Warden).
 - A. Open pager, remove and replace batteries, and open any other compartments which can be opened without tools.
 - B. Demonstrate that the pager is functional. If the pager is not functional, the visitor will be responsible for leaving the pager outside the facility. Staff will not accept custody of the pager.
 - C. Place the pager in "vibration" mode, if so equipped.
 - D. Wear the pager in conspicuous place during the visit.

- E. Upon leaving visitation open the pager, remove and replace batteries, and open any other compartments which can be opened without tools and demonstrate that the pager is functional.
- 27. MLCC staff will act professionally and be respectful toward visitors. Visitors becoming argumentative or using profanity may be asked to leave or may have visits denied.
- 28. These rules can not cover every incident that may occur during visitation. The officer(s) should use good judgment, tact, and careful consideration whenever a situation arises. That is not covered by these rules and advise the Visitation Supervisor and / or Shift Commander.
- 29. Any false information provided by the visitor or inmate on the application or initial visiting list may be cause for disapproval of application or to revoke visit.
- 30. All applications are subject to background check.
- 31. Parking is available at the visitor's own risk. All vehicles should be locked and secure when parked on state property. MLCC is not and will not be responsible for any vandalism or theft to the personal property of the visitor's vehicle.
- 32. Inmates who are in transient status, shall not be allowed any visitation for two weeks. (Attorneys and clergy are exempt). The Warden may allow special visits at the end of the two weeks but only for immediate family members.
- 33. Prosthesis, artificial limbs (plastic or other substances), and cardiac pacemakers and defibrillators shall be allowed and the visitor may be required to present a doctor's note.

VISITATION AREAS

Main Building

Visiting takes place in the visitation gallery. Visitors will be processed at the main entrance and proceed down the main hallway through Checkpoint. All visitors will enter and exit the visiting gallery through door A-53 pass Checkpoint. All inmates will enter and exit the visiting gallery through door A-42.

Restroom: Visitors are to use rooms designated in gallery. Inmates are to use restrooms in another area.

Annex

During April 1 and October 31 the annex inmates will visit on the picnic area. At the Warden's discretion, the outside visitation area may be operated from November 1 and March 31. During inclement weather, inside visits will take place in the annex visiting gallery.

Cooking at the annex may be permitted on **Saturday Only** during the months of April 1 and October 31.

Restroom: Visitor and inmates are to use rooms designated (Male, Female, and Inmates). Visitation area subject to change in winter months.

- a. **Meats** – Not to exceed four (4) pounds

Chicken, steak, pork chops, hamburger, fish filets, hot dogs, smoked sausage and luncheon meats such as bologna, Spam, etc.

Amounts may vary depending on the number of visitors visiting the inmates.

- b. **Cheese**

Two (2) packs not to exceed 32 oz. Total

- c. **Breads**

loaves – 2 each
hot dog buns – 2 packs
Hamburger – 2 packs

d. Chips

32 oz. Total

Potato chips, Cheetos, Nachos, Doritos, Fritos, Pringles

e. Cookies – 32 oz. Total (Factory Sealed)

f. Cakes – One (1) 12 inches in diameter (Factory Sealed – Not a Bakery item)

g. Drinks – One (1) case. Aluminum cans only, non-alcoholic, no fruit juices.

h. Seasonings – 24 oz. Total

Salt, pepper, seasoning salt, meat tenderizer, etc.

i. Condiments

Plastic bottles only – 32 oz. Total

Mustard, mayonnaise, barbecue sauce, etc.

j. Garnishments

Lettuce – one (1) bag

Tomatoes – two (2) each. May be sliced in clear zip lock bag

Onions – one (1) each. May be sliced in clear zip lock bag

k. Potatoes (baking) – six (6) each

l. Charcoal – (self starting) – one day supply in clear plastic bag

- m. Ice chest – one per family not to exceed 48 quart size
- n. Ice – two (2) bags
- o. Utensils -
 - Forks, spoons, knives – plastic only, one pack (1) pack each
 - Spatula – one (1) each, plastic only
 - Plates – plastic, paper or Styrofoam, one (1) pack
 - Napkins – one (1) pack
 - Table cloth – one (1) each (not to exceed 45” x 74”)
 - Aluminum foil – one (1) roll
- p. Four (4) baby diapers, three (3) bottles (preferably plastic) of formula/milk in a container that will be poured in the bottle at the institution and one unopened jar of baby food will be allowed in the visiting area. Glass bottles or glass jars will be kept at the officer’s station until needed. Once you are completed with the glass items, they will immediately be returned to the officer’s station.

If the items are not on this list, it cannot be brought in for visitation.

SPECIAL VISITS

The Warden or designee may approve the following types of special visits for persons on or not on the inmate's approved list. If absolutely necessary, they may be for hours other than regular visitation hours:

1. Visitors who have traveled 200 miles or more and / or do not visit on a regular basis (at the warden's discretion).
2. Children, as part of a special program to promote family bonding.
3. Attorney's (See Policy #105.09).
4. Prospective employers, sponsors, or parole advisors.
5. Physicians, psychiatrist, or other health professionals (See Policy #113.30).
6. Persons significant to the inmate for purposes of crisis intervention.
7. Official visitors.

MEMORANDUM

TO: _____, Visitation Supervisor

FROM: _____, Visitation Officer

DATE: _____

**SUBJECT: Documentation of COUNSEL / VERBAL WARNING
Concerning Visitation Rules / Policies Being
Violated**

Inmate Name / Number: _____

Visitor(s): _____

This is to document the above mentioned Inmate and Visitor(s) have received a **Verbal Warning** and counseling concerning the following policy violation(s):

The Inmate / Visitor(s) have been given a Mark H. Luttrell Correctional Center Handbook concerning the policies covering visitation.

MEMORANDUM

TO: _____

FROM: _____, Visitation Supervisor

DATE: _____

SUBJECT: MLCC REFUSAL OF VISITOR(S)

Person Visiting: _____

Relation To Inmate: _____

Address & Phone: _____

Checked Below is the Reason(s) for Visitor Refusal:

_____ 1. Improper Identification

_____ 2. Wrong Day and / or Time

_____ 3. Improperly Dressed

_____ 4. Not on Approved Visitor List

_____ 5. Not Immediate Family

_____ 6. Other: _____

Officer's Signature

Approved By Shift Commander

Directions to the
Mark H. Luttrell Correctional Center

Exit I-40 at Exit 12 (Sycamore View Road).

Go South on Sycamore View Road.

Turn Right on Longline Road.

Turn Left on John A. Denie Road.

Turn Left on State Road.

HOTEL / MOTEL ACCOMMODATIONS

BEST WESTERN SUITES

6045 MACON COVE

901-385-1999

1-800-528-1234 / Reservations

BUDGETEL INN

6020 SHELBY OAKS DRIVE

901-377-2233

1-800-428-3438 / Reservations

DAYS INN

6055 MACON COVE

901-371-0606

1-800-329-7466 / Reservations

DRURY INN

1556 SYCAMORE VIEW ROAD

901-373-8200

1-800-325-8300 / Reservations

HOLIDAY INN

6101 SHELBY OAKS DRIVE

901-388-7050

1-800-465-4329 / Reservations

HOWARD JOHNSON

1541 SYCAMORE VIEW ROAD

901-388-1300

1-800-654-2000 / Reservations

LAQUINTA INN

6068 MACON COVE

901-382-2323

1-800-531-5900 / Reservations

MEMPHIS INN

6050 MACON COVE

901-373-9898

1-800-770-4667 / Reservations

MOTEL 6
1321 SYCAMORE VIEW ROAD
901-382-8572
1-800-466-8356 / Reservations

RED ROOF INN
6065 SHELBY OAKS DRIVE
901-388-6111
1-800-843-7663 / Reservations

SUPER 8 MOTEL
6015 MACON COVE
901-373-4888
1-800-800-8000

TAXI / BUS SERVICES

CAB RATES

City Wide Cab Company

PHONE: (901) 324-4202 / 324-1936
RATES: First 1/7 Mile \$2.90
Each Additional Mile \$1.40
Each Additional Passenger \$0.50

Yellow Cab Company

PHONE: (901) 577-7777
RATES: First Mile \$2.90
Each Additional Mile \$1.40
Each Additional Person \$0.50

BUS RATES

M.A.T.A. BUS LINE

PHONE: (901) 274-6282
RATES: \$1.10 Each Way
\$0.10 For Transfer

**TITLE VI OF THE
1964 CIVIL RIGHTS ACT**

TITLE VI OF THE 1964 CIVIL RIGHTS ACT INFORMATION

Title VI of the Civil Rights Act of 1964 requires that federally assisted programs be free of discrimination.

The Tennessee Department of Correction also requires that its services be offered to all eligible persons regardless of race, color, or national origin.

Prohibited Practices Include:

- Denying or failing to provide services or providing inferior, separate or different services to individuals based on race, color, or national origin.
- Segregating or restricting individuals in any way related to the receipt of services or benefits on the basis of race, color, or national origin.
- Requiring different standards or conditions for acceptance into programs based on race, color, or national origin.
- Permitting discriminatory activity in this facility on the basis of race, color, or national origin.

Mark H. Luttrell Correctional Center will not discriminate on the basis of race, color or national origin in any aspect of its provision of services. You may have access to all institutional programs and services for which you are entitled or eligible regardless to race, color, or national origin.

An inmate alleging discrimination based on race, color, or national origin in the delivery of any service or program may file a complaint. All such complaints must be filed within one hundred eighty (180) days of the occurrence of the alleged discriminatory act. Inmate should utilize the TDOC Inmate Grievance Procedures, Policy #501.01, to resolve a complaint alleging a violation under Title VI. However, complaints may be filed with other appropriate agencies such as the Tennessee Human Rights Commission, U.S. Department of Justice, etc.

If an inmate is unsure, she can forward an “Inmate Information Request Form” to MLCC’s Title VI Coordinator, Charles Banks.

CONTACT LIST FOR TITLE VI

Local Coordinator:

Charles Banks, Deputy Warden
(901) 531-1800
Mark H. Luttrell Correctional Center
6000 State Road
Memphis, TN 38134-7697



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